

INFORMATION TECHNOLOGY TECHNICIAN II

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Technician II performs routine technical tasks in one of the following technical support areas: Desktop, Help Desk, or Production Support. This class is responsible for positively and actively participating in team training and demonstrating team skills learned by applying and reinforcing team principles in daily work with functional teams. Common duties include: initiating and/or maintaining Incident Reports (IRs) using an on-line incident management system; preparing and/or updating system documentation; and ensuring all work is done in alignment with City and IT long-term strategies. This class is also responsible for performing related duties as required.

Desktop Support Assignment: Duties include: assessing, troubleshooting, and following established guidelines in escalation of personal computer (PC) problems; installing and supporting hardware and/or software; recording and maintaining inventory control information; and setting up and configuring computers for deployment.

Help Desk Assignment: Duties include: answering customer calls and providing first-level resolution or escalation; initiating and/or maintaining problem tickets using an on-line incident management system, performing initial program loads (IPLs) of mainframe platform, performing vaulting procedures for off-site storage of electronic media; providing physical security after hours and on weekends in order to facilitate emergency access to systems, and to issue emergency identification badges and keys for facilities; using software to track problems with communication lines, controllers, PCs, or terminals; and monitoring computer system performance.

Production Support Assignment: Duties include: assessing, troubleshooting, and following established guidelines in escalation of applications and hardware problems; assisting in training of IT Technician Is; entering and validating customer data; identifying and correcting data errors; initiating batch production runs, ensuring that runs are complete and routing output to customers; operating large-scale and/or medium-scale computers and equipment; performing data storage and recovery procedures; and/or providing maintenance for tape library functions.

Distinguishing Features: The IT Technician II class is distinguished from the IT Analyst I class by the latter's increased responsibility and autonomy of duties performed, including project participation. An IT Technician II receives moderate technical guidance, is supervised by an IT Services Leader, and is mentored by the IT Analyst I class or designee who reviews work through: observation of work in progress, conferences, evaluation of results achieved and customer and/or team feedback received. The scope of responsibility for this class is narrow and well defined through documentation and instruction. A series of individual steps can complete a more complex process, but the impact of a single step is minimal. Employees in this class are required to participate in team on-call support, 24 hours a day, 7 days a week (by assignment). An IT Technician II is required to participate in team activities, may be assigned to a shift that includes working nights, weekends, and holidays, and may be required to work overtime on short notice (by assignment). This class is FLSA nonexempt.

Desktop Support and Help Desk Assignments: The IT Technician II is an entry-level position that requires basic computer skills. In the Desktop Support assignment, this position generally would be answering basic questions from customers. The IT Technician II performs basic desktop related functions, under close and frequent supervision. A high level of technical direction is provided to the employee which diminishes as the IT Technician II gains experience and is able to function more independently. This class works with processes and guidelines as tasks are defined through documentation and instruction.

Production Support Assignment: The IT Technician II is primarily responsible for timely and accurate completion of production workflow across several computing platforms. This assignment requires a good understanding of the systems, processing, trouble-shooting and problem resolution techniques. The IT Technician II generally operates from goals and objectives without specific task assignments and provides some technical assistance to the IT Technician I. The IT Technician II is distinguished from an IT Technician I Production Support assignment by the ability to independently perform documented procedures with only moderate technical guidance. This class reviews and implements new processes and procedures.

QUALIFICATIONS

Minimum Qualification(s) Required. Any combination of training, education, and experience equivalent to high school graduation or GED. One year as a Technician I with the City of Mesa OR good (1 - 3 years) experience in the assigned technical support area: Desktop, Help Desk, or Production Support.

Special Requirement(s). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (by assignment).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (PD assignment only).

Preferred/Desirable Qualification(s). Coursework in computer science or related field is preferred. Customer service and teamwork experience is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, customers, and product/service vendors in order to identify problems or areas for improvement and coordinate the implementation of solutions or improvements. Communicates with team members in order to maintain continuity of customer service. Trains IT Technician Is regarding technical area of assignment (by assignment). Prepares written documents such as incident and status reports with clearly organized thoughts and using the proper sentence structure, punctuation, and grammar in order to record work performed and to document procedures and standards. Presents ideas clearly, both verbally and in writing, to share information or knowledge, negotiate and discuss alternatives, and address problem/conflict situations. Works courteously with customers in order to identify and resolve computer service problems.

Manual/Physical: Enters information into a terminal, PC, or other keyboard device in order to maintain the operating efficiency of the computer and to record activity. Reviews the work products of Technician Is to ensure compliance with standard operating procedures regarding documentation, output, and schedules (by assignment). Monitors system consoles and observes warning lights in order to determine compliance with established performance standards (by assignment). Moves hardware and/or boxes of paper or supplies weighing up to 50 pounds per box for a distance up to 75 feet in order to deliver, install, or receive hardware or products. Operates a variety of standard office equipment, such as a PC, printer, facsimile machine (fax), and telephone. Meets scheduling and attendance requirements.

Mental: Applies a functional understanding of operating and system software in order to monitor the mainframe computer environment and alternate platforms (by assignment). Audits work output, vendor billing, and/or customer data and makes corrections and adjustments upon the detection of errors. Coordinates and executes the rerun or restart of batch jobs (by assignment). Executes migration of software programs among a number of systems. Prioritizes own work to complete assignments or projects (by assignment). Uses software to track problems with communication lines, controllers, PCs or terminals (by assignment).

Knowledge/Skill/Abilities: (Common to all assignments)

Knowledge of:

Windows (e.g., NT or 2003) workstation;
customer service, quality, and teamwork concepts;
concepts of technical area of assignment;
methods of incident reporting; and
networks and Windows (e.g., NT or 2000) operating systems.

Skill in standard desktop software such as Microsoft Office Professional.

Ability to:

analyze customer needs and systems accurately and logically, and implement improvements;
assess, troubleshoot, and follow established guidelines in escalation of networking and personal computer problems;
automate manual tasks to improve efficiency;
communicate with and instruct others, using technical and non-technical language to explain complex subjects and processes;
initiate IRs using an on-line incident management system;
provide PC applications software support; and
establish and maintain effective working relationships with Information Services Division (ISD) management, staff, team members, and customers.

Knowledge/Skills/Abilities: (By assignment)

Desktop Support

Knowledge of:

cabling practices for networks;
concepts of desktop operating systems;
concepts of network functionality; and
concepts of PC hardware components.

Skill in:

Microsoft Office Professional; and
network and local printer installation.

Ability to:

create procedural documentation;
install hardware and/or software; and
install local and Network connected printers.

Help Desk

Knowledge of:

Help Desk practices;
concepts of desktop operating systems;
concepts of network functionality; and
concepts of PC hardware components.

Skill in:

PC problem diagnosis and resolution; and
Z/OS operator commands, CICS, DADS, JES2, SDSF, TSO, VTAM.

Ability to:

Provide after-hours physical security to facilitate emergency access to systems and to issue emergency identification badges and keys for facilities;
perform IPLs of mainframe computer;
track a problem with a communication line, controller, or terminal;
use software to track problems with communication lines, controllers, PCs, or terminals; and
create procedural documentation.

Production Support

Knowledge of:

multiprocessing mainframe computers, and peripheral equipment such as DASD, communications hardware, on-line printers, and tape devices;
production control practices; and
troubleshooting and problem resolution techniques.

Skill in:

A/F Operator, CA1, CA7, and CA-Dispatch, and Jobscan automation software packages;
JCL and Z/OS;
CICS, DADS, JES2, SDSF, TSO; and
VTAM for controlling systems functions.

Ability to:

assist in training of IT Technician Is;
ensure that all printed reports and fiche are accurate prior to release to the customer and distributed in a timely manner;
monitor system performance, cartridge and reel tape requirements, Central Processing Unit (CPU) use, and the status of production jobs and CICS;
operate equipment used to print and distribute reports;
operate large-scale computers and related equipment;
perform data storage and recovery procedures and provide maintenance for tape library functions such as inventories and scratch lists; and
create procedural documentation.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-Tech

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-INT

INCREMENTS 44-200

PAY GRADE: 45

SECURITY-Yes (Police Department Assignment)

CDL-No

IND-8810

SWORN-No